

**UNITED STATES OF AMERICA  
DEPARTMENT OF THE INTERIOR  
NATIONAL PARK SERVICE**

**Concessions Permit**

PERMIT NO. \_\_\_\_\_ This Concession was previously authorized pursuant to  
PERMIT NO. \_\_\_\_\_

NAME OF CONCESSIONER: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY, STATE, ZIP CODE: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

**The above, hereinafter referred to as "Concessioner", is hereby authorized and agrees to provide Tour Vessel services for the public within Glacier Bay National Park & Preserve.**

**This permit shall be for the term of three years from April 1, 1998, through December 31, 2000, subject to the following terms and conditions:**

**1. Revocation.** It is expressly understood and agreed that this permit may be revoked at any time at the discretion of the Director without liability to the Government of any nature.

**2. Transfer or Assignment.** The Concessioner shall neither transfer nor assign this permit, nor grant any interest or privilege therein without prior written approval of the Director. Such approval is subject to the requirements of 36 CFR part 51 (as are or as may be set forth therein).

**3. Facilities and Services.** (a) The Concessioner shall maintain and operate the concession in such manner as the Director may deem satisfactory and shall provide the assets and personnel necessary therefor.

(b) Procedural, administrative and performance requirements that affect service to visitors, maintenance, or park-concessioner relationships are covered in the Operating Plan, Exhibit B, attached hereto, which shall serve as a supplement to the permit. The Superintendent may, after consultation with the Concessioner, adjust these plans to meet new circumstances but such plan revisions shall not be used to amend the permit or to alter the rights and liabilities of the parties to the permit.

(c) The Director reserves the right to determine and control the nature, type and quality of the merchandise and services described herein as authorized and required to be sold or furnished by the Concessioner within the area. Food service operations under this permit and the administration thereof by the Director shall be subject to the United States Public Health Service requirements. Vehicle operations under this permit and the administrations thereof by the Director shall be subject to the Department of Transportation (DOT) requirements related to regulations on passenger vehicles for hire.

(d) Concessioners must also comply with current applicable criteria promulgated by the United States Department of Labor's Occupational Safety and Health Act of 1970 (OSHA) and those provisions outlined in the National Park Service's Safety and Occupational Health Policy associated with visitor

safety and health. The Concessioner shall, as a part of complying with the National Park Service's Safety and Occupational Health Policy, develop, maintain, and implement a written Documented Loss Control Management Program, to be approved by the Superintendent acting through the Director.

**4. Rates.** (a) All rates and prices charged to the public by the Concessioner shall be subject to regulation and approval by the Service.

(b) The Concessioner will provide Federal employees conducting official business reduced rates for essential transportation and other specified services, in accordance with procedures established by the Director.

**5. Lands and Buildings.** No buildings, facilities or lands are assigned.

**6. Concessioner Structures.** No Concessioner structures are authorized.

**7. Accounting Records and Reports.** The Concessioner shall maintain an accounting system whereby its accounts can be readily identified with its system of accounts classification. The Director and Comptroller General of the United States, or any of their duly authorized representatives shall at any time up until the expiration of five (5) calendar years after the expiration of this permit, have access to and the right to examine any of the Concessioner's pertinent books, documents, papers, and records, including Federal and State income tax returns (collectively "documents"), and such documents of any proprietary or affiliate companies of the concessioners.

**8. Fees.**

(a) For the term of this PERMIT, the Concessioner shall pay to the Director for the privileges granted herein, as follows: \$ [Varies] /passenger/day (\$100 annual minimum), [minus the NPS Interpretive Program per-passenger cost recovery amount, see *Operating Plan*], for both revenue and non-revenue passengers (see definitions, below).

(b) This fee is to be paid as follows: A pre-payment of the estimated number of passengers scheduled to enter the park each year is due not later than March 1, 1998 (or on execution of the permit, if this occurs after this date), and by March first of each successive year the permit remains in effect. Payments for the actual number of passengers minus the pre-payment amount, is due March 1 of the following year.

(d) An interest charge will be assessed on overdue amounts for each thirty (30) day period, or portion thereof. The percent of interest charged will be based on the current value of funds to the United States Treasury which is published quarterly in the Treasury Fiscal Requirements Manual.

(e) A *day* is each midnight to midnight 24 hour period or portion thereof.

(f) **Revenue passenger** means anyone who paid money to be on board.

(g) **Non-revenue passenger** means anyone else on board except: Concessioner employees (captain, officers, crew, etc.); contractors and sub-concessioners of the Concessioner; immediate family members of employees who are sharing the employee's quarters; and musicians, artists, guest speakers, art auctioneers, interpreters, rangers, etc. who are traveling free, but are providing passenger services for the concessioner or the National Park Service.

**9. Insurance and Indemnity.** The Concessioner shall save, hold harmless, defend and indemnify the United States of America, its agents and employees for losses, damages or judgments and expenses on account of fire or other peril, bodily injury, death or property damage, or claims for bodily injury, death or property damage of any nature whatsoever, and by whomsoever made, arising out of the activities of the Concessioner, his employees, subcontractors or agents under this PERMIT.

(a)(1) The Concessioner shall purchase at a minimum the types and amounts of insurance coverage as stated herein and agrees to comply with any revised insurance limits the Director may require during the term of this PERMIT.

(a)(2) The concessioner shall provide the Director with a Statement of Concessioner Insurance and Certificate of Insurance at the inception of this PERMIT and annually thereafter, and shall provide the Director thirty (30) days advance written notice of any material change in the Concessioner's insurance program hereunder.

(a)(3) The Director will not be responsible for any omissions or inadequacies of insurance coverages and amounts if such prove to be inadequate or otherwise insufficient for any reason whatsoever.

b. Property Insurance. Property insurance is not required.

c. Public Liability. The Concessioner shall provide comprehensive general liability insurance against claims occasioned by actions or omissions of the Concessioner in carrying out the activities and operations authorized hereunder. Such insurance shall be in the amount commensurate with the degree of risk and the scope and size of such activities authorized herein, but in any event, the limits of liability per occurrence covering both bodily injury and property damage shall not be less than the following amounts:

Number of Passengers	Minimum Liability Insurance
Up to 5	\$300,000
6-12	\$500,000
13-20	\$1,000,000
21-50	\$1,500,000
51-120	\$2,000,000
121-220	\$2,500,000
221-300	\$3,000,000
Over 300	\$3,500,000

If claims reduce available insurance below the required per occurrence limits, the Concessioner shall obtain additional insurance to restore the required limits. An umbrella or excess liability policy, in addition to a comprehensive general liability policy, may be used to achieve the required limits.

(c)(1) All liability policies shall specify that the insurance company shall have no right of subrogation against the United States of America or shall provide that the United States of America is named an additional insured. In that event, the policy shall provide that the insurance company shall have no recourse against the Government for payment of any premium or assessment.

(c)(2) The Concessioner shall also obtain the following coverages at the same limits as required for comprehensive general liability insurance unless other limits are specified:

- (1) Outfitters and Guides (if shore excursions are planned)
- (2) Liquor legal liability if liquor is served in the park.
- (3) Workers' compensation.

## **10. Utilities.**

(a) The Director may furnish utilities to the Concessioner, for use in connection with the operations authorized hereunder, when available, at reasonable rates to be fixed by the Director in his discretion and which shall at least equal the actual cost of providing the utility or service unless a reduced rate is provided for in an established policy of the Director in effect at the time of billing.

(b) Should the Director not provide such utilities, the Concessioner shall, with the written approval of the Director and under such requirements as the Director shall prescribe, secure necessary utilities at its own expense from sources outside the Area.

**11. Lien.** As security for the faithful performance by the Concessioner of all its obligations under this permit, and the payment to the Government of all damages or claims that may result from the Concessioner's failure to observe such obligations, the Government shall have at all times the first lien on all assets of the Concessioner within the area.

**12. Nondiscrimination.** The Concessioner shall, in addition to other laws and regulations which may be applicable to its operations, comply with applicable requirements of (i) Title VII of the Civil Rights Act of 1964, as well as Executive Order No. 11246 of September 24, 1965, as amended by Executive Order No. 11375 of October 13, 1967, (ii) Title V, Sections 503 and 504 of the Rehabilitation Act of September 26, 1973, P.L. 93-112 as amended in 1978, (iii) 41 C.F.R. Part 60-2 which prescribes affirmative action requirements for contractors and subcontractors, (iv) the Age Discrimination in Employment Act of December 15, 1967 (P.L. 90-202), as amended by (P.L. 95-256) of April 6, 1978, and (v) the Architectural Barriers Act of 1968 (P.L. 90-480). The Concessioner shall also comply with regulations heretofore or hereafter promulgated, relating to nondiscrimination in employment and providing accessible facilities and services to the public including those set forth in Exhibit A attached hereto and made a part hereof.

**13. General Provisions.**

- (a) Reference in this PERMIT to the "Director" shall mean the Director of the National Park Service, and the term shall include his duly authorized representatives. Reference in this permit to the "Service" shall mean the National Park Service.
- (b) The Concessioner is not entitled to be awarded or to have negotiating rights to any Federal procurement or service contract by virtue of any provision of this PERMIT.
- (c) Notwithstanding any other provision hereof, the Director reserves the right to provide directly or through cooperative or other non-concession agreements with non-profit organizations, any accommodations, facilities or services to Area visitors which are part of and appropriate to the Area's interpretive program.
- (d) Any and all taxes which may be lawfully imposed by any State or its political subdivisions upon the property or business of the Concessioner shall be paid promptly by the Concessioner.
- (e) No member of, or delegate to, Congress or Resident Commissioner shall be admitted to any share or part of this PERMIT or to any benefit that may arise herefrom but this restriction shall not be construed to extend to this PERMIT if made with a corporation or company for its general benefit.
- (f) This PERMIT may not be extended, renewed or amended in any respect except when agreed to in writing by the Director and the Concessioner.
- (g) The concessioner shall review the conduct of any of its employees whose action or activities are considered by the Concessioner or the Director to be inconsistent with the proper administration of the area and enjoyment and protection of visitors and shall take such actions as are necessary to fully correct the situation.
- (h) Operations must be in conformance with applicable federal, state, and local laws, regulations, and requirements for the type of service offered.
- (i) The Concessioner shall conduct operations in the park as stated in the attached *Standard Operating Plan, Exhibit B*.
- (j) All vessel operations shall be conducted in conformance with relevant National Park Service regulations contained in the current US Code of Federal Regulations, with particular attention to applicable elements of 36 CFR 13.65 and the park compendium. The park compendium is normally revised on an annual.
- (k) Tour vessel entries into Glacier Bay National Park year round for all companies combined are limited to three tour vessel entries per day and three tour vessels in the bay on any given day.
- (l) The Concessioner shall submit a proposed tour vessel schedule to the Superintendent by June 15 for the following season (i.e. June 15, 1993 for the 1994 season). The Superintendent shall annually approve a comprehensive tour vessel schedule for all permittees. The Concessioner shall operate in the park according to the schedule approved by the Superintendent.
- (m) The Concessioner shall immediately notify the Superintendent if the Concessioner will not use any of its approved tour vessel entries, in order that they may be reallocated. Failure to comply

with this requirement may result in the Concessioner receiving a lower priority in the allocation of future tour vessel entries, at the discretion of the Superintendent.

- (n) In conformance with entry limits established in 36 CFR 13.65, **the Concessioner is authorized 17 entries** into Glacier Bay proper from June 1 - August 31. No entry limits are in effect for the Concessioner from January 1 - May 31 and September 1 - December 31, subject to conditions j-k.
- (o) All entries authorized by this permit must be used by the Concessioner during the June 1 - August 31, 1994 regulatory period. Any unused entries will be permanently forfeited.
- (p) No tour vessel will both originate and terminate at Bartlett Cove within 48 hours while Glacier Bay Lodge, Inc. is operating. Soliciting business or advertising in the park is not authorized.
- (q) Bartlett Cove or other locations in Glacier Bay National Park cannot be used as an operating base for commercial functions authorized by this permit.
- (r) Operations under this permit shall be consistent with the park's Wilderness Visitor Use Management Plan. Shore excursions are limited to groups of 12 people or less, including guides, in any single location.
- (s) Feeding wildlife is prohibited in national parks by federal law. Crews and passengers should be restrained from feeding gulls and marine birds at Glacier Bay.
- (t) All trash and garbage will be carried out of the park. Use of the park landfill is not authorized.
- (u) Materials, supplies, or equipment of any type will not be cached or stored ashore without prior written approval by the Superintendent.
- (v) In order to give park visitors the best experience possible and provide for a naturalist program, the Concessioner shall:

(u1) schedule the vessel to enter Glacier Bay between 6:00 am and 10:00 p.m., unless other arrangements have been confirmed, and reach the face of at least one tidewater glacier. No meals or conflicting activities should be scheduled in the proximity of glaciers or other primary features of interest.

(u2) schedule an approved interpretive program, as provided in the *Standard Operating Plan* to be the priority activity on the vessel while in Glacier Bay proper. The naturalist should generally have free use of the public address system during this period, and commentary should be broadcast over all open decks and viewing lounges.

Dated at \_\_\_\_\_, this \_\_\_\_\_ day of \_\_\_\_\_ 19\_\_\_\_.

## United States Of America

### Concessioner

By \_\_\_\_\_

Title \_\_\_\_\_

Date \_\_\_\_\_

By \_\_\_\_\_

Title \_\_\_\_\_

Date \_\_\_\_\_

## **Concession Permit - Exhibit A**

### **Nondiscrimination**

#### **Section I**

#### **Requirements Relating To Employment And Service To The Public**

**A. EMPLOYMENT:** During the performance of this PERMIT the Concessioner agrees as follows:

(1) The Concessioner will not discriminate against any employee or applicant for employment because of race, color, religion, sex, age, national origin, or disabling condition. The Concessioner will take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, sex, age, national origin or disabling condition. Such action shall include, but not be limited to, the following: Employment upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The Concessioner agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Secretary setting forth the provisions of this nondiscrimination clause.

(2) The Concessioner will, in all solicitations or advertisements for employees placed by or on behalf of the Concessioner, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, national origin, or disabling condition.

(3) The Concessioner will send to each labor union or representative of workers with which the Concessioner has a collective bargaining agreement or other permit or understanding, a notice, to be provided by the Secretary, advising the labor union or workers' representative of the Concessioner's commitments under Section 202 of Executive Order 11246 of September 24, 1965, as amended by Executive Order 11375 of October 13, 1967, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

(4) Within 120 days of the commencement of a permit every Government permittor or subpermittor holding a permit that generates gross receipts which exceed \$50,000 and having 50 or more employees shall prepare and maintain an affirmative action program at each establishment which shall set forth the permittor's policies, practices and procedures in accordance with the affirmative action program requirement.

(5) The Concessioner will comply with all provisions of Executive Order No. 11246 of September 24, 1965, as amended by Executive Order No. 11375 of October 13, 1967, and of the rules, regulations, and relevant orders of the Secretary of Labor.

(6) The Concessioner will furnish all information and reports required by Executive Order No. 11246 of September 24, 1965, as amended by Executive Order No. 11375 of October 13, 1967, and by the rules, regulations, and orders of the Secretary of Labor, or pursuant thereto, and will permit access to the Concessioner's books, records, and accounts by the Secretary of the Interior and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations, and orders.

(7) In the event of the Concessioner's noncompliance with the nondiscrimination clauses of this concession permit or with any of such rules, regulations, or orders, this concession permit may be canceled, terminated, or suspended in whole or in part and the Concessioner may be declared ineligible for further Government concession permits in accordance with procedures authorized in Executive Order No. 11246 of September 24, 1965, as amended by Executive Order No. 11375 of October 13, 1967, and such other sanctions may be imposed and remedies invoked as provided in Executive Order No. 11246 of September 24, 1965, as amended by Executive Order No. 11375 of October 13, 1967, or by rule, regulation, or order of the Secretary of Labor, or as otherwise provided by law.

(8) The Concessioner will include the provisions of paragraphs (1) through (7) in every subpermit or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued pursuant to Section 204 of Executive Order No. 11246 of September 24, 1965, as amended by Executive Order No. 11375 of October 13, 1967, so that such provisions will be binding upon each subpermit or vendor. The

Concessioner will take such action with respect to any subpermit or purchase order as the Secretary may direct as a means of enforcing such provisions, including sanctions for noncompliance: Provided, however, that in the event the Concessioner becomes involved in, or is threatened with, litigation with a subpermit or vendor as a result of such direction by the Secretary, the Concessioner may request the United States to enter into such litigation to protect the interests of the United States.

**B. Construction, Repair, And Similar Permits:** The preceding provisions A(1) through A(8) governing performance of work under this PERMIT, as set out in Section 202 of Executive Order No. 11246 of September 24, 1965, as amended by Executive Order No. 11375 of October 13, 1967, shall be applicable to this PERMIT, and shall be included in all permits executed by the Concessioner for the performance of construction, repair, and similar work contemplated by this permit, and for that purpose the term "PERMIT" shall be deemed to refer to this instrument and to permits awarded by the Concessioner and the term "Concessioner" shall be deemed to refer to the Concessioner and to permitors awarded permits by the Concessioner.

**C. Facilities:** (1) Definitions: As used herein:

Concessioner shall mean the Concessioner and its employees, agents, lessees, sublessees, and permitors, and the successors in interest of the Concessioner; facility shall mean any and all services, facilities, privileges, accommodations, or activities available to the general public and permitted by this agreement.

(2) The Concessioner is prohibited from: publicizing facilities operated hereunder in any manner that would directly or inferentially reflect upon or question the acceptability of any person because of race, color, religion, sex, age, national origin, or disabling condition; discriminating by segregation or other means against any person because of race, color, religion, sex, age, national origin, or disabling condition in furnishing or refusing to furnish such person the use of any such facility.

(3) The Concessioner shall post a notice in accordance with Federal regulations to inform the public of the provisions of this subsection, at such locations as will ensure that the notice and its contents will be conspicuous to any person seeking accommodations, facilities, services, or privileges. Such notice will be furnished the Concessioner by the Secretary.

(4) The Concessioner shall require provisions identical to those stated in subsection C herein to be incorporated in all of the Concessioner's permits or other forms of agreement for use of land made in pursuance of this agreement.

## **Section II: Accessibility**

Title V, Section 504 of the Rehabilitation Act of 1973, as amended in 1978, requires that action be taken to assure that any "program" or "service" being provided to the general public be provided to the highest extent reasonably possible to individuals who are mobility impaired, hearing impaired, and visually impaired. It does not require architectural access to every building or facility, but only that the service or program can be provided somewhere in an accessible location. It also allows for a wide range of methods and techniques for achieving the intent of the law, and calls for consultation with disabled persons in determining what is reasonable and feasible.

No handicapped person shall, because a Concessioner's facilities are inaccessible to or unusable by handicapped persons, be denied the benefits of, be excluded from participation in, or otherwise be subjected to discrimination under any program or activity receiving Federal financial assistance or conducted by any Executive agency or by the U.S. Postal Service.

**Part A**  
**Discrimination Prohibited**

A Concessioner, in providing any aid, benefit, or service, may not directly or through contractual, licensing, or other arrangements, on the basis of handicap:

- (1) Deny a qualified handicapped person the opportunity to participate in or benefit from the aid, benefit, or service;
- (2) Afford a qualified handicapped person an opportunity to participate in or benefit from the aid, benefit, or service that is not equal to that afforded others;
- (3) Provide a qualified handicapped person with an aid, benefit, or service that is not as effective as that provided to others;
- (4) Provide different or separate aids, benefits, or services to handicapped persons or to any class of handicapped persons unless such action is necessary to provide qualified handicapped persons with aid, benefits, or services that are as effective as those provided to others;
- (5) Aid or perpetuate discrimination against a qualified handicapped person by providing significant assistance to any agency, organization, or person that discriminates on the basis of handicap in providing any aid, benefit, or service to beneficiaries of the recipient's program;
- (6) Deny a qualified handicapped person the opportunity to participate as a member of planning or advisory boards; or
- (7) Otherwise limit a qualified handicapped person in the enjoyment of any right, privilege, advantage, or opportunity enjoyed by others receiving an aid, benefit, or service.

**Part B**  
**Existing Facilities**

A Concessioner shall operate each program or activity so that the program or activity, when viewed in its entirety, is readily accessible to and usable by handicapped persons. This paragraph does not require a Concessioner to make each of its existing facilities or every part of a facility accessible to and usable by handicapped persons.



## Glacier Bay National Park & Preserve

### Tour Vessel Services - Standard Operating Plan

#### Purpose

This Operating shall serve as a supplement to CP-GLBA041-98 between Glacier Bay Park Concessions Inc. and the National Park Service but it is not to be used to amend the authorization or to alter the rights and liabilities of the parties to the permit. In the event of any apparent conflict between the terms of the Concession Permit and this Operating Plan, the term of the Concession Permit will prevail. The plan will remain in effect until superseded or amended by the National Park Service.

#### General

Both parties will be governed by public law, the concession contract, this agreement, the policies of the National Park Service, and current regulations. Within this agreement, reference to the "Service" will mean the National Park Service. Reference to the "Superintendent" will mean the Superintendent of Glacier Bay National Park and Preserve. Reference to the "Concessioner" will mean Glacier Bay Park Concessions Inc..

#### On-board Services

The National Park Service expects that concessioners will support the NPS in its mission to inform park visitors and concession employees about park resources and values. To a reasonable extent, the Concessioner agrees to:

1. Provide a library of resource materials on Glacier Bay, Alaska and the Pacific Northwest, Native Cultures including standard references, books, periodicals, videos, maps, etc.
2. Implement corporate and/or shipboard programs related to protection of the (marine) environment.
3. Establish minimum standards of knowledge about Glacier Bay and the National Park Service for officers and crew members.

#### Interpretive Services

The National Park Service has determined that the following Interpretive Program is the minimum acceptable program for tour vessel services in Glacier Bay.

The National Park Service offers tour vessel Concessioners the option of utilizing the ***NPS Interpretive Program*** on a cost-recovery basis (the Concessioner pays the prorated cost of the program). The NPS program exceeds the program requirements and consists of NPS trained Interpretive Rangers, who provide a formal introduction, commentary, demonstrations, informal visitor contacts, interpretive materials, etc. as described below. The cost will be \$3.00 per passenger per day, based on actual program costs. The per passenger fee will be paid as follows: A pre-payment based on the estimated number of passengers scheduled to enter the park each year is due not later than March 1, 1998 (or on execution of the permit, if this occurs after this date), and by March first of each successive year the permit remains in effect. Payments for the actual number of passengers minus the pre-payment amount, is due March 1 of

the following year. The same fee terms, conditions and definitions stated in the permit apply. A breakdown of program costs will be available to the Concessioner.

If the Concessioner does not participate in the **NPS Interpretive Program**, they must submit a full description of the proposed Interpretive Program, including employment standards (resumes for existing interpretive staff or position descriptions for currently unfilled interpretive positions), staffing levels, staff and supervisory training program, monitoring and mentoring program, native and local hire program, procedures for updating interpretive program with current research and park management directives, sources for information, description of resource and reference materials available for the interpretive staff, description of slide file (or other media) available for audio-visual and other presentations and other materials that would assist in evaluating the program. Minimum criteria for the Interpretive Program (as stated in the permit and operating plan) must be met and the proposed interpretive program approved by the Superintendent.

### **Program Overview**

The Interpretive Program will support the missions of both the National Park Service and Glacier Bay National Park and Preserve. The interpretive themes and goals applicable to the tour vessel industry are:

#### **Themes:**

Theme #1: Glacier Bay's story is one of dynamic change in the wake of dramatic glacial movements.

Theme #2: Glacier Bay inspires people of many cultures to explore their connections to this dynamic landscape.

Theme #3: One researcher's efforts at preserving a living laboratory gave the world a park to study and enjoy through the ages.

Theme #4: Glacier Bay is a place of hope -- for it preserves a sample of wild America.

#### **Goals:**

Goal #1: Visitors will be offered an opportunity to learn about Glacier Bay through personal services programs related to the mission of the NPS and park, and the themes listed above.

Goal #2 "Visitors will be given the opportunity to experience Glacier Bay's wonders through quiet moments of discovery and exploration.

Goal #3 Visitor will be provided with information for a safe and enjoyable visit compatible with resource protection.

### **Staffing**

At least one interpreter is needed to meet the minimum goals and objectives of the Interpretive Program. Adequate oversight by a supervisor must be provided to assure compliance with program standards.

*Supervisor:* The supervisor needs to exhibit the knowledge, skills and abilities to supervise employees, to direct an operation, to maintain cooperative working relationships, to communicate effectively orally and in writing and to demonstrate, evaluate and teach interpretive methods and techniques. The supervisor needs a working knowledge of the area.

*Interpreters:* The interpreters must exhibit knowledge of the cultural and natural history of Glacier Bay and the skills and abilities to research, prepare and present professional quality interpretive programs to

diverse audiences. The interpreters must utilize accepted interpretive techniques and principles found in the Support Materials list below.

**Recruitment**

In order to find applicants with extensive interpretive experience and education, recruit from a broad range of applicants with a comprehensive knowledge of cultural and natural history. As a minimum, interpretive staff must have completed a 4-year course of study above high school leading to a bachelor's degree with 24 semester hours of job related course work; 1 year of relevant interpretive experience; a combination of education and experience above, ; or knowledge, skills and abilities needed to perform the job by virtue of having lived in or near Glacier Bay National Park and Preserve.

**Training**

Provide a comprehensive training program that will result in an interpretive staff who are knowledgeable in the natural and cultural history of Glacier Bay, past and present research and park management issues. Training includes interpretive skills and techniques needed to prepare original thematically based presentations. A minimum of three days of orientation spent exploring Glacier Bay first hand from forest floor to glacial barrens. Interpreters will be provided with the opportunity to observe an experienced interpreter while conducting interpretive programs. A fully trained interpreter will have a working knowledge of the references listed below in Support Materials. A returning interpreter (who has gone through the training shown above) will be given adequate time and materials to know and understand changes in research findings, new park issues, etc. prior to commencement of duties.

**Supervision**

The interpreter must demonstrate knowledge of interpretive skills and techniques to professionally convey the park's basic themes. In order to evaluate interpreter's effectiveness the supervisor will observe each of the interpretive activities during the first half of each season. Elements that the supervisor will be evaluating will include pace, flow, creativity, knowledge, accuracy, and thematic development. Evaluation will also include whether or not the information is presented in a meaningful and engaging manner. Guidance will be provided in a timely manner for both content and presentation skills.

**Formal Introduction**

The interpreter will present a 20-minute formal introduction and orientation for all passengers in a main lounge. Topics of discussion would include: goals and objectives of the Glacier Bay day, overview of park themes, route of the day, passenger preparedness and an opportunity for passengers to ask questions.

**On-board Commentary**

The interpreter will present a professional and comprehensive commentary on Glacier Bay. Announcements should be approximately two minutes each, limited generally to the most important concepts. One subject per announcement following a strong park theme. Narration should point out significant landmarks and features. No commentary is given when stopped at glaciers, near wildlife sightings or in the vicinity of campers and kayakers.

**Demonstrations**

The interpreter will provide informal demonstrations on Glacier Bay in lounges and/or on the deck throughout the day. These may have a hands-on component that may range from learning to read tide charts to examining glacial silt.

**Informal Visitor Contacts**

The interpreter will provide each visitor the opportunity to ask Glacier Bay specific questions. Throughout the day the interpreter will stroll the decks and viewing lounges to answer visitor questions.

This allows for a more in-depth explanation of concepts introduced during commentary and a chance to discuss the features visible alongside the vessel.

### **Formal Program**

Depending on the vessel's itinerary, the interpreter may present a 30-minute program that is Glacier Bay specific using interpretive techniques as defined in Support Materials listed below. If slides, video or music are used in the formal program they need to be of the highest quality. If given under the NPS Interpretive Program, the concessioner would need to make a request for a formal program to the Chief of Interpretation one week in advance. The necessary equipment (slide projector, screen, etc.) would need to be provided by the concessioner.

### **Program Evaluation**

The tour vessel interpretive program will be evaluated for its effectiveness in meeting NPS mission goals. NPS standards for evaluation of interpretive programs are being developed and, when completed, will apply to tour vessel interpretive services.

### **Logistical Support**

Provide the logistical support needed for the interpretive operation as outlined in Concession Permit, section 9.(p).

### **Minimum support materials for interpretive staff training and reference.**

*Environmental Interpretation, a Practical Guide* by Sam Ham

*Principles in Interpretation* by Freeman Tilden

*The Interpreter's Guidebook, Techniques for Programs and Presentations* by K. Regnier

*Interpreting for Park Visitors* by William Lewis

*The Process of Interpretive Critiquing* by William Lewis

*The Tlingit Indians* by G.T. Emmons

*Glacier Bay Official National Park Handbook, NPS Publication*

*Glacier Bay, the Land and the Silence* by Dave Bohn

*Blue Ice in Motion, The Story of Alaska's Glaciers* by Sally D. Wiley

*Glaciers of North America, A Field Guide* by Sue A. Ferguson

*The Nature of Southeast Alaska* by R. O'Clair, R. Armstrong and R. Carstensen

*Guide to Marine Mammals of Alaska* by Kate Wynne

*Field Guide to the Birds of North America* by National Geographic Society

*Plants of the Pacific Northwest Coast* by J. Poljar and A. Mackinnon

*Glacier Bay, the Grand Design* video, NPS publication

*NPS Strategic Plan*

*Glacier Bay NP Strategic Plan*

*Glacier Bay NP Vessel Management Plan*

*Glacier Bay NP General Management Plan*

*Glacier Bay NP Interpretive Plan* (when available)

### **Additional Elements of the NPS Interpretive Program**

The **NPS Interpretive Program** also includes the following list. If the Concessioner does not participate in the **NPS Interpretive Program**, the following should to a reasonable extent, be incorporated into their interpretive program.

- Provide interpreters with the opportunity to visit libraries, museums or institutions that have Alaska and Glacier Bay specific information or reference materials.

- Provide opportunity for interpreters to work with experts on interpretive program subjects such as communication and interpretive techniques.
- Offer supplementary field trips both ashore and on the waters of Glacier Bay to provide interpreters with added personal experience to further enhance their programs.
- Provide the interpreters additional training and materials to develop more specialized and in-depth programs.
- Conduct focus groups and additional surveys to determine if passengers understand and appreciate the significance of Glacier Bay National Park and Preserve.

#### **Additional Elements not included in the NPS Interpretive Program**

To the degree possible, the Concessioner should:

- Schedule programs and provide materials specifically for children on board with a park-related theme.
- Provide passengers and crew the opportunity to view video(s) about Glacier Bay prior to arrival.
- Provide passengers and crew with supplemental materials about Glacier Bay prior to arrival in Glacier Bay.
- Provide programs for passengers by specialists on park related subjects, i.e. geology, ecology, natural history, Alaska history, native Alaskan culture and art, prior to arrival in Glacier Bay.

Concessioners are encouraged to provide details of any additional interpretive services or interpretive program details (not listed above) which they propose to provide and which would result in an expanded interpretive program.

#### **Optimal Itinerary**

The NPS considers the following an optimal itinerary for a tour vessel visit to Glacier Bay: Vessel entry is scheduled so that the vessel enters Glacier Bay no earlier than 6:00 a.m. Experience has shown that arrivals earlier than 0600 do not allow passengers adequate time to wake up, have breakfast and settle into a location where they can begin viewing the Park and listening to the commentary. The vessel then spends the day or days visiting at the minimum the face of one tidewater glacier (Margerie/Grand Pacific or Johns Hopkins) for no less than 30 minutes and the Marble Islands. Itineraries should also allow time for viewing wildlife and examining park features more intimately. The Concessioner is expected to operate in accordance with the optimal itinerary, except as approved by the Superintendent. As an element of the *optimal itinerary*, Concessioners would confirm the interpretive program schedule for each tour vessel with the Park's Chief of Interpretation at least three months prior to the first entry.

**Muir Inlet-** If time is a limiting factor, then the NPS believes the transit time needed for traveling to both the East and West arms of Glacier Bay could diminish the time spent at tidewater glaciers and thus passenger enjoyment and understanding of the park.

Transit through **Glacier Bay National Park marine waters outside of headlands:** Icy Strait, Cross Sound and the outer coast open waters (the Park boundary extends three miles off shore) are considered an incidental use of the Park at this time. The NPS encourages tour vessel operators to develop appropriate on-board programs to further passenger knowledge and appreciation of these remote areas of the park.

**If an alternative itinerary is to be proposed for approval, the Concessioner should as a minimum, describe arrival and departure times at Glacier Bay, the glaciers (Margerie/ Grand Pacific or Johns Hopkins), and all other areas to be visited. The itinerary should include a list and timetable for all passenger activities, including meals. Also include any on-board activities that may conflict with interpretive commentary or presentations or impact the interpretive focus of the park.**

**If you would also like to propose possible alternative itineraries which you feel would provide a superior visitor experience, please do so here.** Provide details of why you feel this would be a superior itinerary and whether or not this itinerary is an optional or integral element of your proposal (*optional* meaning implementation of the itinerary would be at the NPS's discretion; *integral* meaning that, under your proposal, some entries would *need* to use the alternative itinerary).

#### **Overnight Accommodations**

If a tour vessel itinerary includes an overnight stay by a park interpreter, the interpreter will be provided with the following sleeping accommodations in order of preference:

1. Private stateroom.
2. Room with an officer of the same gender.
3. Crew quarters with members of the same gender.

The Superintendent must approve any other proposed accommodation.

**Gustavus and Juneau Boardings** Please check with the Park Superintendent for current policy.

#### **Lodge Evening Programs**

Due to the limited seating in the NPS auditorium at the Lodge, we are unable to accommodate all tour vessels requesting attendance at these programs. Seating in the auditorium is available on a first-come first-served basis. Once the 70 seats are filled, a sign will be posted on the door that the room has reached capacity. In the summer of 1997, there were more than 30 evenings that we could not accommodate all the visitors wishing to attend the program. In the future a new visitor center with a larger auditorium may allow for accommodating tour vessel requests.

#### **Trail Use in Bartlett Cove**

We request that tour vessels limit the number of passengers on guided walks on the Forest Loop Trail to 20 people. The NPS Interpretive staff follows this guideline because we believe this limits resource impacts and allows for higher quality interpretation because everyone in the group can both hear and see the interpreter without stepping off the trail.

#### **Boarding Times for Interpreters at Bartlett Cove**

Under the **NPS Interpretive Program**, park interpreters will be available to board in Bartlett Cove no earlier than 6:00 a.m. and disembark no later than 9:00 p.m. The Superintendent must approve any changes to these times.

## **Summary**

The Concessioner agrees to operate in accordance with this operating plan, except where changes have been approved by the Superintendent.